



**RED, Inc. Communications**  
**Contract Information for GS-07F-5464P**  
**Authorized Federal Supply Schedule Price List**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through *GSA Advantage!*, a menu-driven database system.

The internet address for *GSA Advantage!* is: [GSAAAdvantage.gov](http://GSAAAdvantage.gov).

**Schedule Title:** 736 Temporary Administrative and Professional Staffing Services (TAPS)  
**FSC Group:** 736  
**Awarded SINs:** 736-1 - Administrative Support and Clerical Occupations  
 736-4 - Information and Arts Occupations  
 736-5 Technical and Professional Occupations  
**Contract Number:** GS-07F-5464P  
**Contract Period:** *For more information on ordering from Federal Supply Schedules click on the ordering procedures button at <http://www.gsa.gov/tempservices>*  
**December 1, 2003 to November 30, 2018**  
**Contractor Name:** RED, Inc. dba RED, Inc. Communications  
**Address:** 510 Energy Place, Idaho Falls, Idaho 83401 (Headquarters)  
 909 South Latah, Suite B, Boise, Idaho, 83705  
**Phone Number:** 208-528-0051 (Idaho Falls, ID Office)  
**Fax Number:** 208-528-0059 (Idaho Falls, ID Office)  
**Web Site:** [www.redinc.com](http://www.redinc.com)  
**Contact for Contract Administration:** Linda Keele  
**Business Size:** Women-owned, small disadvantaged business

**Maximum Order:** \$1,000,000 per SIN  
**Minimum Order:** \$0  
**Geographic Coverage:** Domestic Delivery Only  
**Points of Production:** Not Applicable  
**Discount from List Prices:** To be negotiated  
**Quantity Discounts:** Such discounts will be negotiated at the task order level.  
**Prompt Payment Terms:** 1% 10, Net 30  
**Notification the Government Purchase Cards at or below micro-purchase threshold:** Yes

<b>Notification the Government</b>	Yes
<b>Purchase Cards</b>	
<b>above the micro-purchase</b>	
<b>threshold:</b>	
<b>Foreign Items:</b>	Not Applicable
<b>Time of Delivery:</b>	To be negotiated at the task order level.
<b>Expedited Delivery:</b>	Not Applicable
<b>Overnight and 2-day</b>	To be negotiated at the task order level.
<b>Delivery:</b>	
<b>Urgent Requirements:</b>	Agencies can contact RED, Inc. to obtain faster delivery.
<b>FOB:</b>	Destination
<b>Ordering Address:</b>	298 1st Street, Idaho Falls, Idaho 83401
<b>Payment Address:</b>	P.O. Box 3067, Idaho Falls, Idaho 83403
<b>Warranty Provision:</b>	Not Applicable
<b>Export Packing Charges:</b>	Not Applicable
<b>Terms and Conditions of</b>	Not Applicable
<b>Government Purchase Card</b>	
<b>Acceptance:</b>	
<b>Terms and Conditions of</b>	Not Applicable
<b>Rental Maintenance, and</b>	
<b>Repair:</b>	
<b>Terms and Conditions of</b>	Not Applicable
<b>Installations:</b>	
<b>Terms and Conditions of</b>	Not Applicable
<b>Repair Parts:</b>	
<b>Terms and Conditions for</b>	Not Applicable
<b>Any Other Services:</b>	
<b>List of Service and</b>	Not Applicable
<b>Distribution Points:</b>	
<b>List of Participating Dealers:</b>	Not Applicable
<b>Preventative Maintenance:</b>	Not Applicable
<b>Special Attributes:</b>	Section 508 Compliant (Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services. Refer to <a href="http://www.redinc.com">www.redinc.com</a> for further details.)
<b>DUNS Number:</b>	930192786 <b>Notification regarding</b>
<b>Registered; Registration</b>	Active and Current.
<b>registration in SAM</b>	
<b>database:</b>	

<b>Category</b>	<b>Total Rate (hourly)</b>
Technical Writer I ( <a href="#">description</a> )	\$44.55
Technical Writer II ( <a href="#">description</a> )	\$53.52
Technical Writer III( <a href="#">description</a> )	\$63.83
Graphic Artist ( <a href="#">description</a> )	\$37.93
Illustrator Level I ( <a href="#">description</a> )	\$35.06
Illustrator Level II ( <a href="#">description</a> )	\$39.72

Illustrator Level III ( <a href="#">description</a> )	\$47.61
Word Processor Level I ( <a href="#">description</a> )	\$26.03
Word Processor Level II ( <a href="#">description</a> )	\$28.68
Word Processor Level III ( <a href="#">description</a> )	\$31.57
Document Preparation Clerk ( <a href="#">description</a> )	\$26.64
General Clerk I( <a href="#">description</a> )	\$24.87
General Clerk II( <a href="#">description</a> )	\$26.74
General Clerk III( <a href="#">description</a> )	\$29.47
Administrative Asst.( <a href="#">description</a> )	\$44.63
Personnel Asst. I( <a href="#">description</a> )	\$29.89
Personnel Asst. II( <a href="#">description</a> )	\$32.92
Personnel Asst. III( <a href="#">description</a> )	\$36.19
Secretary I( <a href="#">description</a> )	\$30.62
Secretary II( <a href="#">description</a> )	\$33.74
Secretary III( <a href="#">description</a> )	\$37.66
Public Affairs Officer( <a href="#">description</a> )	\$47.15
Program Manager( <a href="#">description</a> )	\$76.22

## JOB DESCRIPTIONS

**Job Title:** Technical Writer

**Skill Information Number (SIN):** 736-5

**Job Description:** Must have extensive background in writing and editing of technical and commercial documentation. Must have a complete understanding of language grammatical standards as well as sentence structure requirements for this type of writing. Must have document review process experience, which includes draft review, review comments, comment resolution, draft updating, and final document development. Must be qualified to lead a document development effort from the initial inception of the document to the final publication of the final product. Must have a general background where one develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications. Must be able to study blueprints, sketches, drawings, specifications, mockups, and product samples to integrate and delineate technology, operating procedures, production sequence details.

**Education or Equivalent Experience:** Must have a Bachelor of Arts or Science Degree, with at least four years experience in the development of technical documents, both as a writer and as an editor.

**Special Skill Level:** Must be proficient with MS Word Office Suite products as well as various Adobe products like FrameMaker, PageMaker, Illustrator, etc. Must be able to do the following: write and edit complex documents, including research, organization and rewrite as necessary, critique data and resolve comments, complete extensive revisions, coordinate and schedule documentation activities with project manager and engineers.

**Work Experience:** Must have completed at least two major document development projects. Must have directed the work efforts of other writer/editors and maintained a high-level product quality.

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**Job Title:** Technical Writer II/Document Production Project Manager

**Job Description:** Must have extensive background in writing and editing of scientific, technical, and commercial documentation. Must have a complete understanding of language grammatical standards

and the documentation production process; able to generate input from engineers and scientists to generate new text and organize technical information from different areas into a cohesive unit; must have document review process experience, which includes draft review, review comments, comment resolution, draft updating, and final document development; able to lead a document development effort from the initial inception of the document to the final publication of the final product; able to supervise and coordinate efforts of document production teams; able to schedule and coordinate complex documentation project activities; will oversee preparation and production of documents, working with word processors, graphic artists, and printers to ensure professional quality and adherence to schedule. Must have a general background where one develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications. Must be able to study blueprints, sketches, drawings, specifications, mockups, and product samples to integrate and delineate technology, operating procedures, production sequence details.

**Education or Equivalent Experience:** Must have a Bachelor of Arts or Science Degree, with at least four years experience in the development of technical documents, both as a writer and as an editor.

**Special Skill Level:** Must be proficient with MS Word Office Suite products as well as various Adobe products like FrameMaker, PageMaker, Illustrator, etc. Must be able to write and edit complex documents, including research, organization and rewrite as necessary, critique data and resolve comments, complete extensive revisions coordinate and schedule documentation activities with project manager and engineers.

**Work Experience:** Must have completed at least two major document development projects. Must have directed the work efforts of other writer/editors and maintained a high-level product quality.

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**Job Title:** Technical Writer III

**Skill Information Number (SIN):** 736-5

**Job Description:** Must have extensive background in writing and editing of technical and commercial documentation. Must have significant experience in managing a production staff, such as other technical writers/editors, graphic designers, web designers, and desktop publishing staff in the development of a major documentation project. Must be able to communicate with internal, and external individuals, groups, or organizations by writing or selecting publicity material, releasing information through various communications channels, including the media, preparing and arranging displays writing speeches, and conducting interviews and workshops. Develop and support public involvement plans for various activities. Must have a complete understanding of language grammatical standards as well as sentence structure requirements for this type of writing. Must have document review process experience, which includes draft review, review comments, comment resolution, draft updating, and final document development. Must be qualified to lead a document development effort from the initial inception of the document to the final publication of the final product. Must have a general background where one develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications. Must be able to study blueprints, sketches, drawings, specifications, mockups, and product samples to integrate and delineate technology, operating procedures, production sequence details.

**Education or Equivalent Experience:** Must have a Bachelor of Arts or Science Degree, with at least six years experience in the development of technical documents, both as a writer and as an editor.

**Special Skill Level:** Must be proficient with MS Word Office Suite products as well as various Adobe products like FrameMaker, PageMaker, Illustrator, etc. Must be able to do the following: write and edit complex documents, including research, organization and rewrite as necessary, critique data and resolve comments, complete extensive revisions, coordinate and schedule documentation activities with project manager and engineers.

**Work Experience:** Must have completed at least six complex document development projects. Must have directed the work efforts of a complete production staff and maintained a high-level product quality. Must have directed printing production efforts through the Government Printing Office, including obtaining proper forms and signatures, preparing printing specifications, and completing press checks.

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**Job Title:** Graphic Artist (Designer)

**Skill Information Number (SIN):** 736-5

**Job Description:** Plans, directs, and coordinates all art activities on the project. Works with marketing to design commercials, catalogs, brochures, etc. Responsible for preparing reports concerning productivity, changes to workflow, and other factors that affect the artistic quality of the product.

**Education or Equivalent Experience:** Requires a Bachelor's Degree and at least five years experience in the field and be familiar with a variety of artistic concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Typically leads artistic oriented projects.

**Special Skill Level:** Prepare art work for the production of presentations, illustrations, posters, displays, etc. Prepare color separation and finished mechanicals, full knowledge of print process, and the proper set-up of camera-ready files being set for printer.

**Work Experience:** Must have a complete understanding of the industry-standard graphic practices. Be able to work with minimal supervision and direct other artists in day-to-day workload assignments. Must have a strong working knowledge of Adobe Illustrator, PageMaker, Quark X-press, PhotoShop, etc.

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**Job Title:** Illustrator I

**Skill Information Number (SIN):** 736-4

**Job Description:** Uses various media to create graphic material and lettering to be used for titles, background, screen advertising, commercial logo, and other visual layouts. May have completed an apprenticeship and/or formal training of specific illustration technique. Must have an ability to use common media such as tempera, oils, pen-and-ink, or pencil.

**Education or Equivalent Experience:** Requires a high school diploma or GED and may have completed an apprenticeship and/or formal training in illustrations with at least two years of experience in illustration.

**Special Skill Level:** At a minimum, must be able to produce charts and graphs, illustrations, and slide presentations. Must have a general knowledge of scientific subjects and technical equipment.

**Work Experience:** Must be able to follow directions from the Senior Illustrator (III), ensure quality, and meet tight deadlines.

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**Job Title:** Illustrator II

**Skill Information Number (SIN):** 736-4

**Job Description:** Produces graphic sketches, design, and copy layouts artistic content. Determines size and arrangement of illustrative material and copy, selects style and size of type, and arranges layout based upon available space, knowledge of layout principles, and aesthetic design concepts. Must have a general knowledge of common art media such as pen-and-ink, pencil, tempera, wash, airbrush, etc.

**Education or Equivalent Experience:** Requires at least an Associate's Degree or its equivalent and at least four years of experience in the field of graphic illustration or in a related graphic area.

**Special Skill Level:** At a minimum, must be able to produce more complex charts, and graphics. Must produce illustrations and slide presentations using various products such as PowerPoint.

**Work Experience:** Must be able to follow directions from and provide suggestions to the Senior Illustrator (III), ensure quality of the product, and meet tight deadlines.

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**Job Title:** Illustrator III

**Skill Information Number (SIN):** 736-4

**Job Description:** Develops drawings of outer designs of products, complementing engineering, marketing, production and sales projects. Must be familiar with a variety of the field's concepts, practices, and procedures. Must rely on experience and judgment to plan and accomplish goals. Perform a variety of complicated graphic tasks. Must direct and lead the work of other illustrators. Must show a wide degree of creativity and be willing to push the graphics envelope. Themes illustrated can be concrete in nature or represent ideas and abstract concepts, expanded to interpret publications, charts, posters or exhibit in which they appear. Prepares illustrations designed to reproduce the appearance of specific scientific specimens or pieces of technical equipment.

**Education or Equivalent Experience:** Must have a Bachelor's Degree in a related areas of study and at least four years of experience in graphic design or illustrations design.

**Special Skill Level:** At a minimum the artist must be able to do the following:

- Produce complex illustrations for inclusion in reports
- Design and create illustrations using perceptive cutaway and exploded views
- Produce and design all types of artwork
- Develop concepts and produce complex brochures, flyers, and reports for printing in single and multiple colors.

**Work Experience:** Extensive knowledge of Adobe Illustrator, PageMaker, QuarkXpress, and PhotoShop. Must be able to work individually, as well as with a team of production professionals to complete complex projects.

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**Job Title:** Word Processor I

**Skill Information Number (SIN):** 736-1

**Job Description:** Must be capable of typing 40 wpm, with 90% accuracy. Must have good knowledge of sentence structure, grammatical rules, as well as knowledge of specific editorial

standards. Must have general experience in producing standard documents, such as correspondence, form letters, reports, tables, and other printed material.

**Education or Equivalent Experience:** High School Diploma with at least two years of experience in word processing or desktop publishing projects.

**Special Skill Level:** Must have a good working knowledge of MS Word Office Suite. Must be able to flow text around figures and pictures and apply styles within a template.

**Work Experience:** Must have at least one year experience in processing scientific and technical text or two years word processing experience. At a minimum, must be able to:

- Complete moderate revisions
- Format text, including portrait tables
- Complete data entry (Excel, Access)
- Complete quality checks.

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**Job Title:** Word Processor II

**Skill Information Number (SIN):** 736-1

**Job Description:** Must be capable of typing 40 wpm, with 95% accuracy. Must have excellent knowledge of sentence structure, grammatical rules, as well as knowledge of specific editorial standards. Must be capable changing document formats, inserting and moving figures and tables. Must be able to perform pagination and modification, develop table of contents, and develop reference material. Must have general experience in transcribing scientific reports, lab analysis, legal proceedings, or similar material from voice tape or hand written drafts.

**Education or Equivalent Experience:** High School diploma with advanced training in desktop software applications, at least four years experience in word processing and desktop publishing.

**Special Skill Level:** Must have an excellent knowledge of MS Word Office Suite. Must be able to flow text around figures and pictures and apply styles within a template. Must be able to support desktop publishers in developing and text layouts. At a minimum, must be able to do the following

- Perform minimum to moderate revisions
- Format text, including portrait tables
- Data entry
- Perform all quality checks.

**Work Experience:** Must have at least two years experience in processing scientific and technical text. Must have supported the development of major desktop publishing efforts as well as directing the development of a publication.

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**Job Title:** Word Processor III (Desktop Publisher)

**Skill Information Number (SIN):** 736-1

**Job Description:** Must be capable of typing 40 wpm, with 99% accuracy. Must have excellent knowledge of sentence structure, grammatical rules, as well as knowledge of specific editorial standards. Must be capable of changing document formats, inserting and moving figures and tables. Must be able to perform pagination modifications, develop table of contents, develop reference material and integrate all components into a completed document. Must be able to process complex and lengthy technical reports that included tables, graphs, charts, equations or multiple columns.



**Education or Equivalent Experience:** High School Diploma with advanced training in desktop software applications, at least four years of experience in word processing and two years in desktop publishing. Must have experience in directing others in a team effort when developing large documents.

**Special Skill Level:** Must have excellent knowledge of MS Word Office Suite, plus experience with other office product sets. Must have be able to recommend and correct text layouts to assist writer/editors with document development. At a minimum, must be able to do the following

- Extensive revisions
- Equations
- Landscape tables
- Complex formatting
- Organization and flow charts
- Perform quality checks.

**Work Experience:** Must have preformed and directed the development of at least 4 major desktop publications in the past year and supported the writer/editors in developing large documents (over 1000 pages in length) for publication.

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**Job Title:** Document Preparation Clerk

**Skill Information Number (SIN):** 736-1

**Job Description:** Provides document storage and retrieval. Identifies and catalogs documents according to their type, discipline, specific information categories, and chronology. Perform administrative duties related to control and distribution of controlled documents, including release of controlled documents, problem resolution, data entry and file management. Must have a general knowledge of how to maintain a document library system, which includes documents in hardcopy, tapes, cards, cassettes, etc. Must be able to classify, catalog, store, and retrieve items in accordance with a standard system. Must maintain records of documents received, stored, issued, and returned.

**Education or Equivalent Experience:** Vo-Tech certificate plus two years experience, or five year experience.

**Special Skill Level:** Basic computer skills that include MS Word Office Suite. This includes Word, Excel, Access, and at least one other database application. Must have knowledge of office procedures and equipment. Must be able to import documents form one software to another.

**Work Experience:** Must have served at least two years in a document control, document management or library environment.

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**Job Title:** General Clerk I II III

**Skill Information Number (SIN):** 736-1

**Job Description:** Under close and general supervision, performs the full range of clerical and technical support activities The General Clerk I/II/III are flexibly staffed clerical/technical classes.

- **General Clerk I** is the entry class in the series. Answer phones; file; distribute incoming mail; stuff and batch outgoing mail; process returned mail; operate credit card machines; and input information into database. Operates copying, micrographics, imaging, and scanning equipment.



- **General Clerk II** is the journey-level class in the series. In addition to the General Clerk I duties listed above, learns and performs specialized clerical and technical duties, including compiling, filing, maintaining, verifying, examining, processing, indexing, recording, and issuing a variety of documents. Operates standard office equipment including personal computers and supporting word processing, spreadsheet, or database programs in order to prepare reports, correspondence, and memos.
- **General Clerk III** is the multi-functional journey-level worker. - In addition to the General Clerk I and II duties listed above, performs specialized clerical and technical duties related to functional areas for which are fully trained, including compiling, filing, maintaining, verifying, examining, processing, and issuing a variety of documents. Completes temporary assignments by performing either the full-range of technical duties in a functional area. Assists supervisors with assigning and reviewing work and/or training and cross-training staff; verifying work for accuracy, proper work methods, and compliance with applicable rules, regulations, laws, and policies.

#### **Education or Equivalent Experience:**

- **General Clerk- I.** One year of general clerical or office assistant experience in a contemporary computerized office environment; or a combination of training, education, and experience that is equivalent to the employment standard listed above and that provides the required knowledge and abilities.
- **General Clerk- II.** Six months of experience performing the duties equivalent to a General Clerk- I; or a combination of training, education, and experience that is equivalent to the employment standard listed above and that provides the required knowledge and abilities.
- **General Clerk III.** Four years experience equivalent to a General Clerk- II; or a combination of training, education, and experience that is equivalent to the employment standard listed above and that provides the required knowledge and abilities.

#### **Special Skill Level:**

- **General Clerk I.** Knowledge of: office practices and procedures, current computer software programs, including word processing and data management programs; the proper use of the English language; business letter writing; alpha and chronological filing practices; basic arithmetic, including decimals and percentages; effective customer service practices; and proper phone etiquette. Ability to: read and comprehend general office and employee manuals; communicate clearly and effectively in both oral and written form, using correct business English; follow written and oral instructions; identify detailed differences in the format and content of documents; maintain confidentiality and security of departmental records; maintain thorough and accurate records; work within established formats and priorities; perform work in required sequences; interact and assist the public with tact and courtesy, and in a helpful manner; establish and maintain effective working relationships with coworkers, management.
- **General Clerk II.** In addition to required General Clerk I knowledge and abilities, ability to: learn, interpret, and apply laws, rules, regulations, and procedures; identify and resolve problems; learn specialized computer programs; handle multiple tasks or assignments at one time; organize, prioritize and perform assigned duties under tight deadlines; and take initiative to locate information necessary for the performance of job functions or to respond to customer inquiries.
- **General Clerk III.** In addition to required General Clerk I and II knowledge and abilities, knowledge of pertinent laws, rules, regulations, and procedures; and specialized computer programs. Ability to: perform the full range of general and specialized clerical and technical duties assigned; and train staff.

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**Job Title:** Administrative Assistant

**Skill Information Number (SIN):** 736-1

**Job Description:** Under direction, performs a variety of secretarial duties and administrative tasks for one or more management positions; and performs related duties as required. Positions in this class are distinguished from general clerical classes by the Administrative Secretary's responsibility for providing secretarial support to one or more management positions. Composes correspondence, reports, forms, and other documents independently or from transcribing machines, notes, or general instruction from supervisor and staff; proofreads material and corrects grammar, spelling, or word usage; receives and screens callers with complaints or problems and directs them to the appropriate party for disposition; interprets County policy on routine administrative matters and explains procedures to others; makes appointments, coordinates meetings, and schedules conference rooms for supervisors and staff using an on-line calendar system; arranges hotel and airline reservations and local travel plans for supervisors and staff. Compiles budget data from financial records; prepares claims, maintains records of budget transfers; establishes filing system for accounts payables, purchase orders, and equipment inventory; maintains and controls confidential employee or departmental files; schedules facility and office equipment maintenance. May develop and maintain computerized spreadsheets and databases to enter information and generate reports; may produce, revise, or refine formal presentation materials, using presentation software.

**Education or Equivalent Experience** Four years of varied clerical experience; or one year of experience equivalent to Office Assistant Senior a combination of training, education, and experience that is equivalent to one of the employment standards listed above and that provides the required knowledge and abilities. Knowledge of: clerical office practices and procedures; recordkeeping practices; standard word processing, spreadsheet, database, and presentation software; e-mail systems; proper English usage, spelling and punctuation.

**Special Skill Level:** Ability to: perform assigned duties with a minimum of supervision; identify problems and implement or recommend solutions; interpret and apply policies and procedures within limits of authority; use tact and discretion; interact effectively with supervisors, officials, employees, and the general public; learn and adapt to new technology as it relates to office practices and procedures; maintain confidentiality of information; pay attention to detail; work effectively despite interruptions; plan, organize, and prioritize work; proofread documents and other work; use a computer, related software, transcribing equipment, and other standard office equipment; type 50 net words per minute.

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**Job Title:** Personnel Assistant I

**Skill Information Number (SIN):** 736-1

**Job Description:** Under administrative direction, acts as the primary professional staff support to Human Relations. Assists in developing, clarifying, and promoting positions and policies on a broad range of human relations issues; and performs related duties as required. Coordinates meetings and projects; confers with community groups, the general public, educational institutions, law enforcement agencies, business organizations, and government entities to develop solutions. Researches and analyzes current civil rights and human relations issues, laws, regulations, and policies; makes recommendations and presentations based on research.

**Education or Equivalent Experience:** Possession of a bachelor's degree and three years of professional administrative experience in human services, community organizing, or human rights for a public agency, non-profit, or other community-based organization; or possession of an Associate's degree and five years of professional administrative experience in human services, community organizing, or human rights for a public agency, non-profit, or other community-based;

or a combination of training, education, and experience that is equivalent to the above standards and that would provide the required knowledge and abilities.

**Special Skill Level:** Principles of public relations and marketing; practical and theoretical principles of group facilitation, group dispute resolution, and group conflict management; Internet research skills and basic computer applications including Microsoft Word and PowerPoint; standard English usage and grammar. Ability to work under pressure; establish and maintain effective working relationships with a wide variety of people including representatives of diverse community groups, understand and interpret pertinent laws and policies that will promote [or detract from] furtherance of human relations goals; communicate clearly and concisely in writing and with individuals and groups; make effective public presentations; conduct and facilitate group meetings on sensitive issues; diffuse tensions within and between parties to community disputes; respond effectively to a variety of changing situations; organize and lead projects; demonstrate sensitivity to diverse populations and work tactfully and effectively with people of different sexual orientations and a wide variety of ethnic, cultural, racial, religious, socio-economic, and educational backgrounds; maintain confidentiality and objectivity, and inspire trust.

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**Job Title:** Personnel Assistant II

**Skill Information Number (SIN):** 736-1

**Job Description:** Under general supervision, performs professional analysis in recruiting and testing, classification, compensation, and other areas of human resources management; gathers, evaluates, and analyzes a wide variety of data and information; and performs related duties as required. Plans and conducts recruitments for a wide variety of clerical, trades, technical, paraprofessional, professional, safety, supervisory, and managerial job classes; designs and writes job announcements, brochures, advertisements, and correspondence; reviews and evaluates employment applications; confers with departmental staff to develop written, oral, performance, and other exams; reviews and interprets exam results. Analyzes job classes and positions using information obtained in written and/or verbal form; interviews employees and supervisory staff to collect information in order to determine job duties, and establish minimum qualifications, knowledge, skills, and abilities; writes and revises job specifications. Interprets and explains policies and procedures, employees and managers; counsels employees, applicants, and members of the public regarding job opportunities and career planning; confers with departmental staff on human resource practices and problems and makes recommendations or develops solutions; participates in labor negotiations in a support capacity; develops and conducts training on human resource-related topics.

**Education or Equivalent Experience:** Possession of a bachelor's degree from an accredited college or university; or two years of experience performing duties equivalent to a Human Resources Specialist; or  
a combination of training, education, and experience that is equivalent to one of the employment standards listed above and that provides the required knowledge and abilities.

**Special Skill Level:** Knowledge of standard English grammar and usage; and basic math, including percentage, average, and mean. Ability to: gather, organize, and analyze narrative and statistical data; analyze problems, consider options, formulate strategies, and make practical recommendations; learn, interpret, and apply procedures, rules, and laws; learn principles of public human resource practices and management; learn State and Federal laws pertaining to fair employment practices, equal employment opportunity, and affirmative action; learn general and specialized computer applications; prepare a variety of written documents; exercise objectivity; communicate clearly, concisely, and effectively orally and in writing; explain rules and procedures; establish and maintain working relationships with colleagues, representatives of other organizations and agencies, and members of the public; and maintain confidentiality of information.

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**Job Title:** Personnel Assistant III

**Skill Information Number (SIN):** 736-1

**Job Description:** Under general supervision, performs professional analysis in recruiting and testing, classification, compensation, and other areas of human resources management; gathers, evaluates, and analyzes a wide variety of data and information; and performs related duties as required.

**Job Description:** Under general supervision, performs professional analysis in recruiting and testing, classification, compensation, and other areas of human resources management; gathers, evaluates, and analyzes a wide variety of data and information; and performs related duties as required. Plans and conducts recruitments for a wide variety of clerical, trades, technical, paraprofessional, professional, safety, supervisory, and managerial job classes; designs and writes job announcements, brochures, advertisements, and correspondence; reviews and evaluates employment applications; confers with departmental staff to develop written, oral, performance, and other exams; reviews and interprets exam results. Analyzes job classes and positions using information obtained in written and/or verbal form; interviews employees and supervisory staff to collect information in order to determine job duties, and establish minimum qualifications, knowledge, skills, and abilities; writes and revises job specifications. Interprets and explains policies and procedures, employees and managers; counsels employees, applicants, and members of the public regarding job opportunities and career planning; confers with departmental staff on human resource practices and problems and makes recommendations or develops solutions; participates in labor negotiations in a support capacity; develops and conducts training on human resource-related topics.

**Education or Equivalent Experience:** Possession of a bachelor's degree from an accredited college or university, and one year of professional human resources experience in an organization that utilizes a formal system of human resource rules and due process procedures for employees, competitive testing for hiring and promotions; or one year of experience performing duties equivalent to a Personnel Assistant I; or a combination of training, education, and experience that is equivalent to one of the employment standards listed above and that provides the required knowledge and abilities.

**Special Skill Level:** Knowledge of standard English grammar and usage; and basic math, including percentage, average, and mean. Ability to: gather, organize, and analyze narrative and statistical data; analyze problems, consider options, formulate strategies, and make practical recommendations; learn, interpret, and apply procedures, rules, and laws; learn principles of public human resource practices and management; learn State and Federal laws pertaining to fair employment practices, equal employment opportunity, and affirmative action; learn general and specialized computer applications; prepare a variety of written documents; exercise objectivity; communicate clearly, concisely, and effectively orally and in writing; explain rules and procedures; establish and maintain working relationships with colleagues, representatives of other organizations and agencies, and members of the public; and maintain confidentiality of information.

Knowledge of: principles and practices of public human resources administration, including job analysis, recruitment and selection, affirmative action, classification, and compensation; Federal laws pertaining to fair employment practices, equal employment opportunity, and affirmative action; public human resources policies, rules, and practices; organizational structure of and; test development, including types of exams, validation methods, item construction, and related issues such as adverse impact; organizational development; basic statistics, including standard deviation, standard error of measure, and distribution curve analysis.

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**Job Title:** Secretary I

**Skill Information Number (SIN):** 736-1

**Job Description:** Under general supervision, performs varied and increasingly responsible clerical work, which may include typing and/or keyboarding, and performs related duties as required. These classes are responsible for document preparation, recordkeeping, reception, file maintenance, mail processing, and related clerical support functions. The typing and/or keyboarding require both speed and accuracy. There is some independent decision-making at this level in interpreting and applying procedures and precedents to specific cases. Greet and interact with the public and employees of other units in routine situations that require tact, discretion, and courtesy.

Files information alphabetically, numerically, and chronologically according to office procedure to maintain organized and accurate filing systems; locates and retrieves files from manual or computerized systems to provide requested information; creates new files and purges old files according to established procedures; updates and corrects file information to maintain accurate files; merges and assembles files to maintain records; delivers and/or picks up files to provide requested information; photocopies files as requested.

Retrieves, opens, and date-stamps mail and delivers to appropriate location; responds to computer messages sent via electronic mail system and routes messages to the appropriate person; sorts and distributes mail to department employees and locations; folds and stuffs documents to process outgoing mail; receives and sends documents via fax machine; and sends mail using inter-office or U.S. mail system.

Types and/or keys in a variety of documents including memos, letters, reports, minutes, labels, and receipts, following specified formats, using computer, printer, completes various forms to process requests or claims; proofreads and/or spell checks documents to eliminate errors, copies documents

**Education or Equivalent Experience:** Graduation from high school or possession of a G.E.D. certificate; or a combination of training, education, and experience that is equivalent to the employment standard listed above and that provides the required knowledge and abilities. Knowledge of: English grammar, punctuation, and spelling and basic math. Ability to operate office equipment and software. Ability to: deal tactfully with people; maintain confidentiality of information; write legibly to record information; prepare simple correspondence; understand and follow oral and written instructions; read and understand manuals; verbally communicate information clearly and concisely to others.

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**Job Title:** Secretary II

**Skill Information Number (SIN):** 736-1

**Job Description:** Under general direction, administers the clerical unit of a department or program; directs and coordinates projects conducted by the clerical unit; and performs other duties as required. Plans, organizes, schedules, and assigns the work of a clerical unit; administers office resources; administers budgets and may act with relative independence in making fiscal decisions regarding operations and staffing of the clerical unit; may personally perform the more difficult and complex clerical duties.

Supervises clerical staff; plans training and development activities for staff; ensures that policies and procedures are understood and followed correctly; gives instructions; sets up, revises, and devises improvements in office methods, computer systems, forms, and manuals of work procedures and instructs the staff in their use.

Initiates and participates in the improvement and reorganization of work procedures and assignments resulting from changes in workload or policy; confers with line supervisors and managers to develop policies and priorities of clerical unit and integrate them with overall departmental operations.

Confers with supervisors, department heads, administrators, employees, and the public regarding the business of the Department; provides information regarding departmental rules, policies, and procedures.

**Education or Equivalent Experience:** Possession of a high school diploma or equivalent and five years of increasingly responsible clerical experience including one year in a supervisory capacity; or completion of 24 semester units of college coursework and four years of increasingly responsible clerical experience including one year in a supervisory capacity; or a combination of training, education, and experience that is equivalent to one of the employment standards listed above and that provides the required knowledge and abilities.

**Special Skill Level:** Knowledge of: principles and practices of supervision; office management methods, practices, and equipment; English grammar, punctuation, and spelling; basic math; clerical office practices and procedures; alphabetic, numerical, and chronological filing methods; business telephone etiquette and procedures, including operation of multi-line equipment and message-taking; office computer systems and word processing software. Identify and analyze problems related to workflow, and recommend or develop appropriate solutions; understand limits of one's authority; train others in methods and procedures; learn departmental organization, policies, and procedures; formulate, recommend, and implement policies and procedures; establish and maintain effective relations with departmental clientele, other employees, and the public; interact tactfully with people; work effectively as part of a team to accomplish departmental goals; learn general and specialized computer applications.

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**Job Title:** Secretary III

**Skill Information Number (SIN):** 736-1

**Job Description:** Under general supervision, performs the most complex clerical duties; may also perform typing and secretarial duties, and other related duties as required. May supervise or lead assigned employees in a variety of clerical tasks; interviews and trains new employees. Greets the public, customers, and other employees in person or over the phone, and obtains or gives information; explains policies and procedures to inform customers of correct processes; transfers calls and takes messages; dispenses and receives documents such as applications, time sheets, and invoices, and verifies them to ensure accuracy and completeness. Designs or modifies filing systems to improve efficiency and effectiveness; files information alphabetically, numerically, and chronologically according to office procedure to maintain organized and accurate filing systems; locates and retrieves files from manual or computerized systems to provide requested information; creates new files and purges old files; updates and corrects file information to maintain accurate files; merges and assembles files to maintain records; delivers and/or picks up files to provide requested information. Tracks and logs in work using computer, logs, receipts, and forms to maintain accurate records of transactions; updates and/or makes corrections to records manually or via computer; performs simple arithmetic. Responds to computer messages sent via electronic mail system and routes messages to the appropriate person; folds and stuffs documents to process outgoing mail; receives and sends documents via fax machine; and sends mail using inter-office or U.S. mail system. Following specified formats, types and/or keys in a variety of documents including memos, letters, reports, minutes, labels, dockets, and receipts, using computer, printer; may compose correspondence for review by supervisor or manager; completes various forms to process requests or claims; proofreads and/or spell checks documents to eliminate errors; copies documents using photocopier or



computer printer to maintain records; creates documents such as charts, forms, and logs to meet departmental needs.

**Education or Equivalent Experience:** Possession of a high school diploma or equivalent, and three years of increasingly responsible clerical experience; or completion of 24 semester units of college coursework, and two years of increasingly responsible clerical experience; or a combination of training, education, and experience that is equivalent to one of the employment standards listed above and that provides the required knowledge and abilities.

**Special Skill Level:** Knowledge of: English grammar, punctuation, and spelling; basic math; clerical office practices and procedures; alphabetic, numerical, and chronological filing methods; business telephone etiquette and procedures, including operation of multi-line equipment and message taking. Ability to: deal tactfully with people; maintain confidentiality; write legibly to record information; prepare correspondence; understand and follow oral and written instructions; read and understand manuals; verbally communicate information clearly and concisely to others; operate office equipment such as personal computer, copier, printer, and fax machine; organize and prioritize work; proofread documents and correspondence; schedule and supervise the work of others; make decisions in accordance with complex laws, ordinances, regulations, and established procedures; compile and prepare reports.

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**Job Title:** Public Affairs Officer

**Skill Information Number (SIN):** 736-5

**Job Description:** Under general direction, develops and implements department-wide public information programs and campaigns related to the department's mission, including marketing, outreach, and/or customer service activities; may act as departmental spokesperson; and performs related duties as required. Public Affairs Officer is an advanced journey-level, professional class. Incumbents develop, administer, and coordinate all public information activities for a department. Incumbents act with considerable independence and are distinguished from Public Information Assistants by their responsibility for collecting and analyzing market research data, developing program recommendations, designing marketing and public information campaigns, providing professional marketing advice to executive staff, and acting as departmental spokespersons.

Plans and directs the development and implementation of media programs or campaigns designed to keep the public informed. Establishes research methodologies and designs formats for data gathering, such as surveys, opinion polls, or questionnaires; collects and analyzes data to measure public opinion and determine whether customers' needs and expectations are being met; translates complex numerical/statistical data into non-technical, written text; prepares reports and graphic illustrations of findings; makes recommendations to management to establish new or modify existing programs or services; and prepares related grant applications.

Prepares and distributes fact sheets, news releases, and public information announcements to media representatives and others; selects promotional media to most efficiently and effectively reach target market; purchases advertising space and time in various media; and may act as departmental spokesperson, including participation in television, radio, and print interviews.

Designs, writes, edits, and produces public information materials such as display advertising, brochures, flyers, direct mail materials, newsletters, and videos; develops, designs, and updates departmental Website; and prepares and edits in-house materials and publications.

Plans and conducts event marketing activities; represents department at public and business gatherings; selects and arranges for guest speakers for staff events, training, seminars, and



conferences; and hosts lectures, exhibits, workshops, and informational exchange forums.

Develops and conducts community outreach campaigns, including establishing partnerships with local government and non-profit agencies to educate the public about the existence and availability of departmental services and to increase program participation among groups that have shown a hesitance to utilize the department's services; makes presentations to government bodies, schools, employer groups, and community organizations; and represents department on local boards, commissions, and committees.

Develops, conducts, and arranges for customer service and other training for departmental staff based upon market research; evaluates the effectiveness of existing training programs and makes recommendations to management for training modifications; makes recommendations to management for modifications to departmental policies and procedures as needed; and counsels staff in effective ways of communicating with the public. May interview, select, and train clerical and/or paraprofessional staff; assign and review work; evaluate staff performance; and participate in disciplinary action.

**Education or Equivalent Experience:** Possession of a bachelor's degree in marketing or closely related field and three years of professional experience developing and conducting public information or marketing campaigns; or Possession of an associate's degree in marketing or closely related field and five years of professional experience developing and conducting public information or marketing campaigns; or a combination of training, education, and experience equivalent to one of the employment standards listed above and that provides the required knowledge and abilities.

**Special Skill Knowledge:** Knowledge of: principles and practices of marketing business services, including advertising, graphic design, and establishing brands; media production, communication, and dissemination techniques via written, oral, and visual media; principles and practices of public relations, including client-media relations; customer service standards and techniques, including needs assessment techniques, quality service standards, and customer satisfaction evaluation techniques; English grammar, spelling, punctuation, and syntax; statistics; research methods; and presentation and desktop publishing software programs.

Ability to: communicate effectively, both orally and in writing; make presentations to large and small groups; work effectively with a variety of individuals and groups; gather and analyze data, draw conclusions, and make recommendations; work independently; learn and apply principles and practices of supervision; prepare written correspondence and reports; compile and prepare statistical reports; establish, balance, and adjust priorities; read and learn department-specific policies, procedures, and related laws and regulations; identify consequences of actions; listen effectively; influence and promote change; persuade others to approach issues and ideas differently; motivate and train staff; maintain confidentiality of information; effectively handle political and sensitive issues; represent the department accurately to the media; use a personal computer and standard software applications.

**Job Title:** Program Manager

**Skill Information Number (SIN):** 736-5

**Job Description:** Coordinates and monitors the scheduling, pricing, and technical performance of company programs. Responsibilities also include aiding in the negotiation of contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations.

**Education or Equivalent Experience:** Requires a bachelors degree and at least 10 years experience in the field or in a related field.

**Special Skill Level:** Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. A certain degree of creativity and latitude is required. Typically reports to a department head.

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